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ABSTRACT

This study examined the feasibility of ordering an e-book (electronic book) to replace a lost or brittle book in the Kent State University (Ohio) library. The study checked a representative sample of 234 books lost during July to December 2000 to see the availability of the book in e-form, as well as the cost of the print versus the e-book editions. Only 12 out of 234 books were available in e-form. Other factors affecting the use of e-formats were the user and the age and uniqueness of the book. Fiction works were found to be available more often than non-fiction, especially before 1995. It was concluded that there was not enough of a stockpile of e-books to allow them to be ordered extensively. The lost books did not readily lend themselves to being replaced by e-books, because of their average age and the number of non-fiction titles. Publisher's costs are reduced on a when the book is produced electronically, and there can be advantages in access to the user, but this does not necessary translate into savings for the library. The cost of e-books, including licensing and copyright costs, exceeded the expense of print copies in most cases. Also, wider use of e-books will require training for and acceptance by the user. (Contains 28 references.) (Author/MES)

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The Feasibility Of The Use Of E-Books For Replacing Lost or Brittle Books in the Kent State University Library

A Master's Research Paper submitted to the
Kent State University School of Library
and Information Science
in partial fulfillment of the requirements
for the degree Master of Library and Information Science

by

Susan Lareau

May, 2001

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CHAPTER 1.

INTRODUCTION

The importance of the printed word is being questioned with the advent of technological innovations. Reading, as a communications form, is no longer confined to the printed word in this electronic age. An entire book, or e-book, can be disseminated by electronic distribution, such as in NetLibrary. Different models of the electronic book have been developed, some to read on personal computers, and some to read on hand-held devices. It may be possible for the function and authority of print to migrate to the new media format some time in the near future. Cost, preservation, standards of use, and copyright are big issues to resolve at this point. It is even more possible that the traditional library could have a portion of the collection transformed into electronic forms for various reasons, and become a hybrid institution. These electronic forms will co-exist with the traditional print form to aid in the preservation of the collection, to increase the efficiency and delivery of materials to patrons, and to make resource sharing easier among libraries. Co-existing with the traditional print formats, the electronic collection can transcend the limits of space, time, and access in the delivery of information to library patrons.

Electronic books are on the verge of true mass-market appeal and provide a complimentary supplement to the paper version of the book. Academic libraries will

continue to be major centers for a wide range of information, but technological developments will allow academic libraries to access, integrate, preserve, and customize resources for users, and that will be important in this coming decade.

Purpose of the Study

The purpose of this study is to look at a representative sample of books that were reported missing from the Kent State University Library from July to December 2000. A representative sample was chosen to check for the feasibility of replacing them with print and also electronic formats. The availability and cost of the replacement formats will be considered.

It will be determined whether e-books would be a workable format to use in academic libraries as an alternative or supplement to print, much in the same way that electronic journals could be a replacement for print journals.

There was a conference held in Vienna, which many librarians attended from all over the world. The main topic was the preservation of the human record. This conference was called for because it was perceived that there is a crisis in the devastating deterioration of the intellectual content of documents and books being held in world libraries. (Slow Fires 1987) There have been other such conferences in the last few years.

A study at Kent State University (Birk 1998) revealed that 87% of the books held there to be on unstable acidic paper, and 22% of them were already brittle. This means that if the corner of the book is bent, it falls off into a shape which resembles a corn flake.

Many of these books may have one more use in them before they are not able to be saved. Similar studies were conducted at Yale University and the Library of Congress, and quite a few other academic libraries across the country had similar results.

Problem Statement

It appears that there is currently a very small pool of knowledge about electronic books for librarians to rely upon, particularly when it comes to e-book readers. In one study, it was found that respondents, who were librarians, did not have enough knowledge about, or experience with, e- books or e-book readers to formulate opinions about strengths and/or weaknesses of the format, nor envision how they could be used appropriately within libraries. (Gibbons 1999)

Librarians in the study could not picture taking an e-book to bed, or on a beach, or on a hike, or reading it in the subway. Many citied a lack of knowledge about the technology as a barrier to investments in e-books in their library. Some thought that electronic books would not be in use in the immediate future, and patrons would not be asking for them. The role of e-books as a research tool that could be accessed and searched was not clear. Comments suggested that librarians were a little negative about this format, and saw e-books, if not inconsequential, then as a threat to their jobs. They thought that libraries may not be needed any more if patrons could get electronic communications at their homes or offices or download them into readers or their computer. (Kellogg and Benton 2000)

There are also problems looming with e-books that will involve copyrights, and intellectual properties and making sure authors and publishers get compensated properly.

How will we handle this aspect in the future?

The e-book is still in its infancy, and is advancing rapidly in technology and applications. There will be lots of hardware and software changes over the next several years, but we're on the brink of the next revolution in format, and many of our colleagues are taking the first step by becoming informed.

The technology has advanced dramatically in the last few years, so that there is a consensus that, for better or worse these electronic developments are definitely on the way, and will change the library and publishing scenes dramatically. (Fialkoff 1999)

Also there seems to be a consensus among library directors across the country, who recognize that technology doesn't come slowly anymore, and once the commercial applications are seen, it won't be long until patrons are asking for the product. We need to be informed of the latest data to be able to stay in the game and mold the future in a proactive manner. (Fialkoff 1999)

Some have started playing with e-books and thinking about how they are going to integrate them. We still don't know exactly where e-books would fit into the library picture, and the information is flooding in around us. Librarians are on the cutting edge, and at the same time are known to be keen evaluators.

This paper will take a look at a cross-section of information about them, and see what issues are coming into play. When e-books do fully arrive at the academic library, as they are through vehicles like NetLibrary and Project Gutenberg, libraries need a knowledge baseline from which to evaluate and implement their use to best advantage. Across the country, there are major studies of this format being implemented at this time.

to try to determine how best to apply the use of the e-book to a modern library setting.

Limitations

Although there are other sources of e-books, the study will check the availability in only 3 sources. One source that will be checked is NetLibrary, because Kent State University carries many of their e-books in the KentLink Catalog. Project Gutenberg will be used to locate e-books, because they can be downloaded without cost to the university. Barnes and Noble will be checked because the library is already ordering many print selections from them at this time. It was determined, after speaking with KSU Library's Collection Management and Acquisitions departments that Barnes and Noble would be an appropriate source to check for almost any book they would buy.

Since one could choose a multitude of editions in print, the first listed hardback copy will be used in a non-special edition, unless an edition is designated as "library quality", or on alkaline paper to prevent it from becoming brittle. The academic library will be the focus. The sample will be limited to 234 books, out of 930.

CHAPTER 2

LITERATURE REVIEW

The Background of E-Books

Many readings concerning e-books consist of articles predicting the demise of the book as we know it, and the consequences for the society, libraries, and book lovers. (Dorman 1999) Reading is no longer confined to the printed page and emerging electronic forms are altering the publishing process and our concept of the book.

According to Beagle, the trend in earlier articles found seems to be a more emotional response to technological changes touching our lives and altering our way of doing things. (Beagle 1999) The most recent literature, as in the writings of Covi, is taking a view that these changes are inevitable, and that we should start planning and get started with practical applications. (Covi 1999)

Gibbons indicates that beginning electronic readers have been primitive, much as the early vcr, but the technology is improving, and e-readers show promise of becoming more accepted , cheaper, and more comfortable to use. (Gibbons 2000)

Wright claims that the big question, in an age when new electronic channels of communication are just taking hold, is whether the concept of the book as we know it will survive in its present form in academic libraries. Perhaps a less passive vehicle will change our way of studying and reading to a more effective, more interactive method. This has been likened to the shift from illuminated manuscripts to the products of the printing presses of Gutenberg. (Wright 1993)

Lesk points out that whole books and journals can be replaced entirely by electronic forms and distribution, if we so choose. The ideal goal is to have all materials available to all patrons from all locations at all times. Computers and electronics are impacting the American life style so much that patrons are very close to being able to study at home, or in remote locations and have their materials at hand. (Lesk 1997)

Wright mentions may characteristics of the ideal electronic book. The technology has changed drastically in the last few years, with many new applications, such as color screens, that were unfathomable, even in the 1980's. The resolutions on these screens are increasingly becoming as good in contrast to the printed page. This makes it more likely that we can integrate this format into our library systems. (Wright 1993)

Many feel that the printed book will remain as one of the many formats in a hybrid library. Other forms of communication have entered the culture without supplanting the ones that came before. Forms of communication have radically changed during history, and the previous forms have not always disappeared. The electronic forms are useful in some areas, such as for searching for and reading short articles, but the traditional book may have more text authority and availability at this point. (Balas 2000)

Wright indicates that the debate about the electronic form is not new, but has been going on for a good part of this century. Print may continue to be viable but perhaps will form a smaller part of the overall communications environment in the future. (Wright 1993)

The possibility has been raised, by Breeding (Breeding 2000) of hybrid libraries that are filled with digital forms and e-book offerings, as well as printed materials. These

libraries would keep the print collections, but add electronic items if they could be more rapidly accessed than print, help with the preservation of the collection, or enable the library to offer their unique items to other libraries.

Kurzweil questions whether patrons will lend budgetary support with tax or tuition money for those things that they could download at home on their computer, or onto a reader through their telephone line. E-books would fall into that category. Library leaders are struggling to find a place in the digital age for the physical building associated with the traditional library and also for their jobs, in the event that so much of the collection goes electronic and able to be accessed outside the library itself. (Kurzweil 1999)

Travica indicates that one limitation that concerns librarians is that the library would not actually own the physical property. What if the item would not be there and available tomorrow? How long will the digital information last? There is not much control over these things at this point in time. (Travica 1999)

The digital revolution is having enormous impact on the publishing and library arenas, and on information production and retrieval according to Covi. Perhaps libraries, which have provided links to additional information through connections to other branches and library systems, will now be providing links through cyberspace. (Covi 1999)

These changes will deeply affect areas of educational communications as we know them. A national digital library is not so farfetched at this point, and even the United

States government has this idea under consideration. First steps are being taken now towards global implementation, but the task is gargantuan. (Crawford 1999)

Gibbons, as the director of the Electronic Evaluation Project, explores licensing issues with vendors of e-books and aims to have librarians at three systems learn about e-book readers and their application in a pilot project. Using grant money, they were testing state-of-the-art electronic hardware in a library setting. Librarians have influence at this stage on marketing strategies and pricing. It is felt by some, in this study, that it is time now to express the needs of libraries as the medium of e-books is being freshly established. Librarians participating in the study in general were not too positive, stating that the e-books, in their opinion, were still many years away; they lacked funds to invest in e-books, and they believed people were not interested in reading long texts from a digital display. (Gibbons 2000)

David Dorman (Dorman 1999) is a recognizable name in the field, and his work encompasses many technical matters concerning e-books, such as marketing, distribution rights, standards, copyrights, and XML (extensible markup language). He also discusses access to content, free access versus fees, preservation, and the effects on the publishing industry.

The film, *Slow Fires* (1987) and Lesk (1997), indicate that the surety of the preservation of digital materials is essential if we are going to run with abandon with this new format, and there is much concern about saving of materials printed on acid paper. They discuss the influence of electronic materials toward this goal. The fact was mentioned that the past in books and paper is brittle and disappearing, and that this is

considered to be a universal crisis in libraries around the world. Microfilming and electronic books were mentioned as two viable solutions.

Long-Term Studies of E-Books and the Digital Environment Today in Universities and Institutions Across the Country

At several major institutions around the country, such as Columbia, Yale, Johns Hopkins, The University of California at Berkely, University of North Carolina, and Rutgers, among others, several natural experiments are being sponsored by funding groups like the Andrew Mellon Foundation. It is accepted that the e-book is here, but the question is how best to use it in the library environment.

The Columbia Online Books Evaluation Project has been going on from 1995-1999, and has studied online books as resources in the academic world. Researchers there have analyzed the library community's reaction to online books, estimated costs involved, and considered scholarly communication traditions. They found that electronic books, or online books can have a growing place in the scholarly world over the years ahead. (Summerfield, Mandel, Kantor 1999)

Carol Mandel, of the Columbia University research team, indicates that books are for use, but not necessarily for reading. They are also for searching and browsing, which bodes well for online books, since they are able to be searched. She believes the key to the use of online books is functionality and better technology, but the start up time has been slow thus far, even though many elements are in place. Navigation is sometimes

difficult. User acceptance is really one of the unpredictable factors. (Summerfield, Mandel, Kantor 1999)

Oxford UniversityPress would like to charge for printing, and would like to sell e-books by the chapter, or on demand. There is difficulty in telling, however, if patrons are reading or printing the text. Ursula Bollini, of Oxford Press, said in a presentation, that the translation to online will be more complex for books [than journals], and it is unlikely to be a one-for-one replacement of digital for paper, or a widely available commercial product within the time frame of the present studies. It will take more start-up time than journals. (Mandel 1996)

Sabrina Pape, Director of Libraries at Vasaar College indicated that the adding of a print resource to their library was easy, but adding an electronic resource involved having to call on a larger group of people. (Pape 2000)

Often the idea of an information commons was mentioned. Jerry Campbell, of the University of Southern California, states that an information commons makes no distinction between the formats of the information. You will find print materials around the walls, amid a room full of computers with several collaborative study rooms. Their idea is to try and provide all the traditional services, but have all the boundaries of those services transparent to the user. (Campbell 2000)

The University of North Carolina at Charlotte has seen the emergence of a new model of service delivery in the academic library in the past decade, and is producing many digital materials. They also call this new model an "information commons". The

University is studying how to adapt an institution that has grown up around the print tradition to manage service delivery in a highly complex and fluid digital environment which includes e-books.

The commons, using "change" as an operative word, involves functional integration of technology and service delivery to realign the library with the rapidly evolving digital trends.

While core services keep their identities, they are also creating an environment where old boundaries between print and electronic formats are blurred. The challenge of the information commons, according to Mr. Beagle, is to devise a continuum of service that provides the user with skilled staff consultation and an array of technical options for the identification, retrieval, processing, and presentation of information in a variety of formats. This includes introducing e-books. (Beagle 1999)

Rutgers recently described the current electronic environment as difficult because of breakdowns in systems, licensing agreements, and wide fluctuations in the pricing of electronic products. He believes, however, that most research libraries have become very adaptive in this chaotic and formative period, out of the necessity to provide better access to users, who are often web saavy. (Branin 1999)

There is a new call to revamp the collection management system that is more centralized, organized into storage, does not duplicate print collections across the country, and doesn't have highly distributable, quick, and cost-effective access.

Donald J. Waters, of Yale University, (Waters 1991) reported on the feasibility of developing systems for managing digital conversion, storage, and access that can be used

for universities and research libraries. This study explores the feasibility of a project to study the means, costs, and benefits of converting large quantities of library materials to digital images to provide inter-institutional access to stored images, and to invest in broader implementation for enhanced intellectual access to digital scholarly materials. Microfilm may remain a preliminary step in a preservation process, but will probably lead eventually to digital forms, or film may be generated from the original digital image as a back up copy.

Conversion from microfilm to digital images and from print to digital images with microfilm backup in a smaller storage facility were mentioned for preservation of and access to deteriorating library materials. This may be desirable in the long run, and is currently technologically possible and fairly cheap to accomplish. Document image technology is still under development, standards for software and hardware continue to evolve, and the conversion of microfilm or print to digital image format is largely untested in actual library settings. It is the development of such systems toward which Yale University is directing its efforts. The Yale study was concerned mostly with preservation, but could be extended to other areas in the future. (Waters 1991)

Digital Imagery and Print-on-Demand and E-Books

Digital imagery promises to substantially improve intellectual access, compared to microfilm. (Dillon and Wenzel 1990) The ability to put a high quality, relatively inexpensive paper copy of the original brittle or lost book in the personal library of scholars, on demand, is attractive. Scholars can move quickly through a digital document and browse through its intellectual contents much more effectively than they

can with a document preserved on microfilm. By adding supplementary information, such as a table of contents, on-line bibliographic description, and hyperlinks, one may be able to provide even more fruitful opportunities for intellectual association and serendipity than is possible from the traditional method of subject classification and collocation of paper materials arranged by subject on library shelves. (Dillon, Wenzel 1990)

A basic imaging system gives the library the ability to preserve access to a deteriorating document of a unique local item by generating a high quality, low cost facsimile to return to the library shelf, or see online, then one may wonder what added investment it would take to produce the printed copy, or e-book, on demand digitally for a scholar to put in his or her own library. Could the e-book be downloaded to a digital or print form if requested? Copyright is heavily involved here as well as preservation by renewing image files at specified intervals. (Dillon, Wenzel 1990)

There are costs of storing and indexing the e-books in digital form while maybe requiring the library to maintain the microfilm or print version for the reader to browse. Another natural extension of this system enables the reader to browse a document online directly in digital form, and then download a digital or print copy. The array of choices might motivate a library to invest in a digital scanning system. The important point here is that the library can put information instantaneously into the hands of the users.

The last example of University pilot programs is the digitizing of the Radicalism Collection at Michigan State University. (Seadle 1998) They have been concentrating on special collections and unique items in their collection, following their tradition of documenting features that could be useful and relevant to others. This is also the

approach taken by the Special Collections Department at Kent State University. (Birk 2000)

Preservation

One dimension of electronic libraries is their capability for preserving documents digitally. The Library of Congress is testing standards for digital preservation of different forms of material. They will also set up procedures for converting existing collections, migrating digital collections to newer technologies, testing ways to store digital items, looking for ways to search digital items, and backing up collections. (Lynden 1996)

The Mann Library at Cornell is using a "hybrid approach". They are using microfilm copies for long term preservation, and using digital files to produce paper copies on demand, network accessible files for articles and titles, and compact disk products for nationwide distribution. A limited amount of space in the library building is a big motivating factor.

The User Factor

Dr. Eric J. Simon, in his study at Fordham College stated that once users are convinced that e-books can successfully reproduce familiar features that they have come to expect from printed medium, their utility will become enhanced. At the end of one-semester, the participants of his study were polled using anonymous questionnaires, about their e-book reading habits. (Simon 2001) Students in the study were looking for glossary lookup, book-marking, highlighting, and annotating features. After using the electronic books and becoming familiar with them, 100% of the students would recommend the use of e-books for college courses to a friend, 95% wished e-books to be offered as an option, and 58%

said an e-book option would affect their selection a course (they would be more inclined to take it. 84% of the students indicated that if they knew one of the 4 courses they would be taking had the option of an e-book, they would be willing to spend $200.00, in edition to any textbook costs, to purchase an e-book reader.

Space prohibits more examples, but there is much research going on in this area by various educational institutions and libraries around the country, and also by the Library of Congress, and the findings are beginning to have global implications. The number of academic libraries working with NetLibrary now gives us a clue into its coming role.

These studies show that people are looking into the feasibility of using e-formats in an academic setting, like Kent State University. There is much confusion, at this point, about how e-books could best be used in libraries, but data is starting to be collected and analyzed. Perhaps the data from this study will help contribute to this process.

CHAPTER 3.

METHODOLOGY

The study looked at a representative sample of the books reported as missing from The Kent State University Library main stacks from July to December, 2000. There were 930 books missing during that period, and using systematic assembling, a list of 234 books was chosen for the study. This was one in every 4 books. The list was based on alphabetical order of whatever information appeared first on the entry. Later, a subset of books available in e-form was studied more closely.

The object was to consider the feasibility of replacing these missing books in both print and electronic formats. Availability and cost of both formats were considered.

Once the sample of missing books was chosen, the following items were recorded:

Title and Author
Publisher, and date and place published
Type of Book
Availability in print form from <www.barnesandnoble.com > and price
Out of print availability and cost in rare book stores for those not in print
Which books were out of print and not available
Availability in e-form from e-books, in <www.barnesandnoble.com>
Availability in e-form from NetLibrary and Project Gutenberg
Those books not available in print, but available in e-form
The availability of hardback editions and editions on alkaline paper

After consulting the head of the Collection Management Department at Kent State University, it was decided that<www.barnesandnoble.com> would be an adequate source for checking the details on any print item the university would order. E-books at Barnes and Noble were also checked.

NetLibrary was chosen to check for availability and cost of e-books, or the electronic format. The university has signed an agreement with Netlibrary , so the operation was already in place, and it was easy to plug into their system.

Project Gutenberg was also chosen as an alternative site, because it has e-books for which copyright is not a problem, and also because they are free and easy to download.

Also, the following people involved in collection management and acquisition at the Kent State University were interviewed, and their input assimilated into this paper:

Name	Title	Department
Lawanna Bertschi	Acquisitions Supervisor	Collection Management
Nancy Birk	Interim Curator	Special Collections and Archives
Jeff Gattan	Director	Collection Management
Margaret Maurer	Cataloging Manager	Collection Management
Tom Klinger	Head	Systems

The results were written on a coding sheet and analyzed to ascertain if the availability and cost of acquiring the e-book would make it a viable form to replace the missing books.

CHAPTER 4

RESULTS

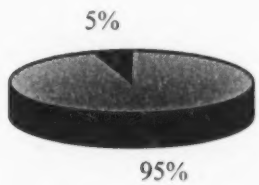
Only 12 books from the sample of 234 books were available in e-form now.

1. Jane Eyre by Charlotte Bronte
2. Life in the Iron Mills and Other Stories by Rebecca Harding Davis
3. Tai Chi Ch'uan: Body and Mind in Harmony by Sophia Delza
4. Zapiski iz Podpol- Notes from the Underground by Fyodor Dostoyevsky
5. The Wind in the Rosebush and Other Stories of the Supernatural by Mary ElenorWilkins Freeman
6. The Call of the Wild by Jack London
7. Marijuana and Medicine: Assessing the Science Base by Jane Joy, Ed.
8. Overreached on All Sides: Organizational Development in the Wake of Technological Change by Charles Swartz
9. The Internet Edge: Social, Legal, and Technological Challenges by Mark Stefik
10. Kate Chopin by Emily Toth
11. The United Nations System: The Policies of Member States by C. Alger, Ed.
12. Monetary Theory and Policy by Carl Walsh

The 12 books that were available in electronic format made up only 5% of the sample. This means that 95% of the missing books were not available in e-format at this time. (see Figure 1.)

Figure 1.

Percent of Books Available Electronically to Use as Replacements as of February 2001



Only 5% of the missing books were available in e-form

Availability

The 12 books, out of 234, that were available in electronic format were available in Barnes and Noble, NetLibrary, or Project Gutenberg. (See Table 2.) Table 2 shows where each e-book of this subset could be found.

Table 1.

Where the E-Books Were Located and Formats That Were Available

Title	In-Print Format	Out of Print	E-Barnes &Noble	E-Book Netlibrary	E-Book Gutenberg
Jane Eyre	yes	-	yes	-	yes
Life in the Iron Mills	yes	-	-	-	yes
Tai Chi Ch'uan	yes	-	-	yes	-
Notes from the Underground	no	yes	-	yes	yes
The Wind in the Rosebush	no	no	yes	-	yes
The Call of the Wild	yes	-	yes	yes	-
Marijuana and Medicine	yes	-	-	yes	-
Overreached on All Sides	no	yes	-	yes	-
The Internet Edge	yes	-	-	yes	-
Kate Chopin	no	yes	-	yes	-
The United Nations Monetary System	yes	-	-	yes	-
Monetary Theory	yes	-	-	yes	-

Cost

In 5 cases, out of 12, the electronic form was cheaper, but in the other 7 cases the cost of the printing was cheaper. (See Table 3.) In the cases where the electronic was cheaper, the books could be downloaded from the Project Gutenberg web site. This was especially true of older titles in which the copyright was no longer a factor.

In NetLibrary the cost was the print cost plus 41%, but this price also covered licensing and copyright agreements, whereas the cost of the e-book at Barnes and Noble did not address this issue. Therefore newer titles, like Tai Chi Ch'uan, The Internet Edge, and Marijuana and Medicine were not available at e-Barnes and Noble, but could be found in NetLibrary. This increased the cost of the electronic version, however, so that it surpassed the print price at this time.

Table 2

The Cost of Print and Electronic Formats To Replace Twelve Missing Books

Title	Print b&n.com	Print- Rare Book Store	Electronic b&n.com	Electronic NetLibrary	Electronic Gutenberg	Cheaper Format
Jane Eyre	$16.00	-	$4.95	-	$0.00	Electronic
Life In The Iron Mills	$36.00	-	$12.95	-	$0.00	Electronic
Tai Chi Ch'uan	$59.50	-	-	$83.90	-	Print
Notes from the Underground	Not in print	$37.65	- -	$53.09	$0.00	Electronic
Wind in the Rosebush	Not in print	none	$5.00	-	$0.00	Electronic
The Call of the Wild	$17.60	-	$4.95	$24.82	-	Electronic
Marijuana and Medicine	$17.95	-	-	$25.31	-	Print
Overreached on All Sides	Not in print	$49.50	-	$69.79	-	Print
The Internet Edge	$29.95	-	-	$42.23	-	Print
Kate Chopin	Not in print	$39.95	-	$56.32	-	Print
The United Nations System	$38.00	-	-	$53.58	-	Print
Monetary Theory	$59.95	-	-	$84.53	-	Print

Other Factors Affecting the Use of E-Formats
Age of the Book, Availability in Print, Uniqueness and Paperback Format

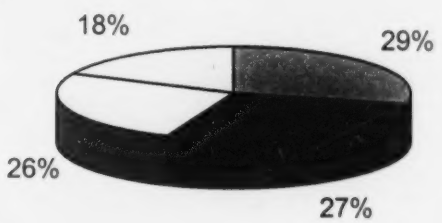
There were 42 books of the sample of 234 missing books (18%) which were at the point where they were available only in rare bookstores. A number of those may become

inaccessible if they are not scanned. (see figure 4.) Some may be unique to the Kent State Library. Other books sought were completely out of print. (29%)

62 books out of the 234 were reprinted, but only in paperback, which the university doesn't like to buy because of preservation issues. These paperbacks might not last as long as an electronic copy, although the electronic copy will need to be refreshed every few years. Only 27% were readily available in hardback suitable for library use.

Figure 2.

Availability of the 234 Books in the Sample According to Format and Location



Available only in rare book stores –18%
Not Available-Out of Print-29%
Available only in paperback now-26%
Available in library suitable hardback- 27%

There are factors to be considered when replacing these books. These may include:

How many copies do we own?
How many times have they have been checked out?
Are they out of print?
Are they available in hardback?

And if they are electronic factors may include:

Are they available and cost efficient?
Do we have the software/hardware to accommodate them?
Will the patrons choose to use them?
Are there more fiction than non-fiction available in e-form?
What is the date of the missing book and will it be in e-form yet?

Table 3.

The Twelve Books By Year of the Missing Book and Type of the Missing Book

Number	Title	Type	Year of Missing Copy
1	Jane Eyre	Fiction	1992
2	Life in the Iron Mills	Fiction	1995
3	Tai Chi Ch'uan	Nonfiction	1996
4	Notes from the Underground	Fiction	1960
5	The Wind in the Rosebush	Fiction	1969
6	The Call of the Wild	Fiction	1996
7	Marijuana and Medicine	Nonfiction	1999
8	Overreached on All Sides	Nonfiction	1991
9	The Internet Edge	Nonfiction	1999
10	Kate Chopin	Fiction	1990
11	The United Nations System	Nonfiction	1995
12	Monetary Theory and Policy	Nonfiction	1998

In the 12 electronic books available to order as replacements, 10 out of 12 were editions newer than 1990. Also 6 of the titles were fiction, which is more readily available in e-form. In 5 out of 6 cases, the nonfiction titles included for e-books were from 1995-2000, which indicates that there is more e-book making activity among non-fiction titles going on recently. The 18% of the missing book sample that is available only in rare book stores, and the 29% of the older missing books that are out of print have little chance of surfacing as e-books because of their age, unless they are dear classics, and someone has taken the time to scan them. It would take such a large pool of e-books to

replace the older and often brittle collections of a large research library, such as Kent State's. In the sample of 234 missing books, 208 of them were non-fiction titles (89%), and most e-book vendors sell mostly fiction, therefore these were more difficult to find and replace in electronic format.

The User Factor

Dr. Eric J. Simon, in his study at Fordham College, stated that once users are convinced that e-books can successfully reproduce the familiar features that they have come to expect from the printed medium, then they will begin to look toward enhanced utility. At the end of the one-semester course, the participants of his study were polled using anonymous questionnaires, about their e-book reading habits (Simon 2001). Students in the study were looking for glossary lookup, bookmarking, highlighting, and annotating features. After using the electronic books, and becoming familiar with them, 100% of the students said they would recommend the use of e-books for college courses to a friend, 95% wished e-books to be offered as an option, and 58% said an e-book option would affect their selection of a course (they would be more inclined to take it). 84% of the students indicated that if they knew one of the 4 courses they would be taking had the option of an e-book, they would be willing to spend $200.00, in addition to any textbook costs, to purchase an e-book reader.

If these students were having a successful experience with e-books in the academic setting, could this extend also to Kent State students?

Another Example of User Factor at Kent

The point of electronics is that it can put information or knowledge into the hands

of the users in an instant- if the users so desire. In the data results from this paper, I am including an observation from the periodicals desk at Kent State University.

In January, a professor assigned a book, The Color of Crime, to be read as a class reading. Therefore, members of the class came to the Kent State Library to obtain a copy of the book. The library owned 2 copies of the book. 1.) a print copy 2.) an electronic copy from NetLibrary. Because of the rules of NetLibrary , only one person could check out the electronic book at a time (this may change soon).

In one case, the student seeking the book decided on checking out the print copy. He went to the stacks to retrieve it, and found it missing from the shelf. He then downloaded the NetLibrary copy at the suggestion, and with the help of the librarian, to be read on the library PC. He could keep the book on the PC to read for 7 days.

In the second case, the student seeking the book, upon not finding it available in paper, declined the e-book copy offer of the librarian because of the technology involved, and ordered a print copy from InterLibrary Loan. It would take 7-14 days for his print copy to arrive at the Kent Library. The electronic copy was available at that hour, as it was not checked out to anyone at the moment, but he chose to wait for the print format.

Further research, in February, revealed that the print copy had been checked out 7 times, and renewed 7 times from the time of its arrival on the shelf. Upon checking the MARC record of the electronic copy, and also checking with the systems department, it was determined that one could not ascertain, at this point, how many times the electronic version had been looked at, or downloaded. This is because Kent State University Library purchases between 3,000 and 14,000 e-books from NetLibrary in a group. Soon

this may change, however, because there are parties now negotiating a new licensing agreement between OhioLink and NetLibrary. In the future version, all books from NetLibrary may become available to the university with bibliographic records and also usage records. Then it would be possible for the university to pay only for the books being downloaded and used by their patrons. System negotiations now underway would allow more than one patron at a time to be able to use the book. This would greatly increase the availability and access of e-books, and allow us to see usage statistics to compare against those of print materials.

The technological knowledge and attitudes of the user seems to play a big part in the use of e-books.

CHAPTER 5

DISCUSSION

The 12 books available (out of 234 missing books) for order are not enough e-books to be used extensively. The collective pool of available e-books is lacking at this point. Kent State University possibly plans to increase the amount of books they order from Net Library from 3000 to close to 14,000, so this trend may change. Also, more nonfiction book titles are available in the last few years from vendors and publishers. In the future this may help collection departments to find replacements for non-fiction titles more readily. The majority of the titles are available in print, rather than in e-book form at this time.

Out of the 234 missing books, most were non-fiction titles, (89%), which is not uncommon at research institutions because of their subject orientation. This fact, however, does not help with the availability of e-books, which at this point are available more often in fiction form. There appears to be a trend, however, for the newer titles to be done at the publishing level, both in e-book and print form. This should help with the availability of non-fiction titles in the future.

The missing books at Kent State University, and many other research libraries that did most of their collecting in the middle of this century,tend to be research materials that are not always current. They may even be unique now, and put into special collections. These titles are not likely to be found in print, let alone e-form, especially if they are non-fiction. The exception may be classics, unique items, or those with a particular meaning to a person, in which case they may be scanned by volunteers. Such is the case in

Project Gutenberg. Sometimes, however, the reprints of these "older " books are offered only in paperback, which does not have as long a shelf life as an electronic version,which is refreshed periodically. 26% of the missing books were only in paperback now.

Publisher's costs are actually reduced, on a per book bases, by producing books electronically and making them available in that form. (Lynden 1996) In the present system, however, e-books must add licensing and copyright costs to the price of the e-book, which makes the e-book price increase to final cost higher than that of the print copy. This makes it the more unattractive choice of the two, unless it is being ordered for special reasons, such as preservation of unique titles that are becoming brittle, replacement of books that are otherwise not available in print form readily, or as something that can be put into the patron's hand immediately. Some different schemes, such as pay as you use the item, are being discussed, as well as paying the author royalties as their book is used by a patron.

There is a system developing where the user can download books and pay on a per use basis, much like ordering an electronic article through a document delivery service is ordered now. This will make e-books more available to users of the university. If an agreement can be made vendors, such as NetLibrary, for more than one person to "check out" a book at once this would also be beneficial to the university community and promote the use of e-books. These ideas are only theoretical at this point. If there are lower costs for publishing electronically, there certainly has been no move toward lowering e-book prices. Perhaps one exception to this is some publishing of e-books initiated by author Stephen King to his readers for $1.00 a chapter. (Hall 2000)

Electronic information and e-books, at this point in time are supplemental to the collection of Kent State University because of budget and licensing costs. Sometimes it duplicates information already in print form. The equipment for downloading an e-book on a PC is already in place, however outside of Netbrary, e-books come in different formats which fit on different readers or a PC. The university has initiated some steps toward e-books with NetLibrary, but has no pilot programs or sample e-book readers that patrons can check out and use at this point.

There can be great advantages in access to the user from electronic information, but these do not necessarily translate into savings for the library.

Electronic libraries can make unique materials (such as a Kent State thesis or monograph), available anywhere, anytime and anyplace, without the time delay of the InterLibrary Loan process. It takes the staff time to scan the document, but it also takes staff time in InterLibrary loan to verify the citation, find the document and ship or send it across the country. Electronic sources are a versatile medium for scholars in a social context, which is important for a research institution.

Another side of electronic books is their capability for preserving documents digitally. Although Kent State has a large percent of brittle books at the moment, scanning for preservation is limited to archives and special collections, and does not touch the general stacks. This is for logical reasons, as Kent State owns more than 1.8 million books. The Yale Study (Waters 1991) suggested more digital works, maybe on demand, and then put onto the shelf for use by patrons. Each university could then contribute their unique titles to a consortium collection of digital works, which would

grow as other groups around the country would do the same. There are also movements toward the same actions on a national and global scale.

This is a "tall order", and will not replace print collections any time in the near future. It is estimated by librarians, vendors, and publishers that it will be from 10 to 20 years before the majority of documents are available in machine readable form. Academic librarians are becoming less skeptical about the value of electronic media, and focusing more on when it will become the predominant form of publication. The Library of Congress has recognized this, and has started efforts towards a "National Digital Library". (Lynden 1996)

Many libraries are finding that their staff needs to be able to help patrons with electronic formats. In the case of the Color of Crime episode, it is possible that if the second patron were shown how to download the e-book, he may have chosen it over the print copy, but this is not certain. In this vein, "Information Literacy" is the buzzword at Kent State University and other university libraries. In an age of emerging electronic and digital technology in the information field, instruction is seen as critically important.

CHAPTER 6

CONCLUSION

Academic libraries are no longer so skeptical about the value of electronic media. It is only a question of when it will become the predominant form of publishing. E-journals, however, had experienced a faster start-up time than e-books.

Librarians, vendors, and publishers estimate it will be from 10-20 years before the majority of documents are available in machine readable form.

Collection managers are now keeping close track of developments in the electronic media and even the Library of Congress has announced a major effort to develop a "National Digital Library". It is starting to be understood how e-forms can help in resource sharing, preservation, and access for the patron.

At Kent State University we have an even more interesting stake in electronic medium as a research library. On one hand, there is Roger Fidler and the Institute for Cyberinformation,, working on campus with these types of e-books and readers, and on the other hand, there is have the Liquid Crystal Institute, a large player in the development of e-book screens.

There is a growing recognition that electronic items are supplemental, and will not displace paper information in the near future. At Kent, as well as in most college libraries, there are no additional library funds to supplement the collection budget for the purchase of electronic media. Can we spend funds on electronic sources and purchase basic books and journals too? Probably not. It might be prudent, however, to scan

into electronic format items that are heavily used or unique,or to purchase an e-book when it is readily available and licensing issues can be resolved.

Even if funds were available at this point, there is just not an adequate amount of e-books ready to be sold to replace the books on our list. It will be a matter of years before adequate supplies exist and cost go down enough to make e-books feasible for the academic library.

Electronic sources are here to stay, but they can be as expensive, or more so, than print sources at this point.

Purchase of electronic sources could possibly result in fewer hard copy resources, which may be able to save some space, but which could change the environment of the library. That may not be so bad, though, to go toward a concept of an "information commons".

The Dean of the KSU library, Mark Weber, has said that he wants to," make students independent and lifelong learners in an electronic and digital age", and that "the landscape has changed with the digital revolution". So, e-books, when they become more feasible, will coincide with the Kent State University's mission. (Weber 2000)

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APPENDIX A - CODING SHEET

Book # _____ year_____ in print_____ hardback available_____
Title_____
Author_____
Other info_____
Availability b&n_____cost_____
Availability e-b&n_____cost_____
Rare Book Store _____cost_____
Availability NetL_____cost_____
Availability Gutenberg_____cost_____
Notes_____

Book # _____ year_____ in print_____ hardback available_____
Title_____
Author_____
Other info_____
Availability b&n_____cost_____
Availability e-b&n_____cost_____
Rare Book Store _____cost_____
Availability NetL_____cost_____
Availability Gutenberg_____cost_____
Notes_____

Book # _____ year_____ in print_____ hardback available_____
Title_____
Author_____
Other info_____
Availability b&n_____cost_____
Availability e-b&n_____cost_____
Rare Book Store _____cost_____
Availability NetL_____cost_____
Availability Gutenberg_____cost_____
Notes_____

Book # _____ year_____ in print_____ hardback available_____
Title_____
Author_____
Other info_____
Availability b&n_____cost_____
Availability e-b&n_____cost_____
Rare Book Store _____cost_____
Availability NetL_____cost_____
Availability Gutenberg_____cost_____
Notes_____

APPENDIX B

The following 234 books were chosen from the missing books from Jan.-Jun. 2000 to be the sample. They were chosen by systematic assembly and constitute every 4 books.

1. Abel, Annie Heloise, 1873-THE AMERICAN INDIAN AS SLAVEHOLDER AND SECESSIONIST / BY ANNIE HELOISE ABEL ; INTRODUCTION TO THE BISON BOOK EDITION BY THEDA PERDUE AND MICHAEL D. GREEN. Lincoln : University of Nebraska Press, c1992.

2. ACTIVE LIVING AMONG OLDER ADULTS : HEALTH BENEFITS AND OUTCOMES / EDITED BYSANDRA O'BRIEN COUSINS, TAMMY HORNE. Philadelphia, PA : Brunner/Mazel, c1999.

3. AFFIRMATIVE ACTION : ETHNIC PERSPECTIVES : CONFERENCE PROCEEDINGS / SPONSORED BY THE NATIONALITIES SERVICE CENTER AND THE COMMUNITY COLLEGE OF PHILADELPHIA. [s. l. : s. n., 1976?].

4. AFRICANISMS IN AMERICAN CULTURE / EDITED BY JOSEPH E. HOLLOWAY. Bloomington: Indiana University Press, c1990.

5. Allegro, John Marco, 1923-THE SACRED MUSHROOM AND THE CROSS; A STUDY OF THENATURE AND ORIGINS OF CHRISTIANITY WITHIN THE FERTILITY CULTS OF THE ANCIENT NEAR EAST. [BY] JOHN M. ALLEGRO. [London] Abacus [1973, c1970].

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7. Andreasen, Alan R., 1934-MARKETING SOCIAL CHANGE : CHANGING BEHAVIOR TO PROMOTE HEALTH, SOCIAL DEVELOPMENT, AND THE ENVIRONMENT / ALAN R. ANDREASEN. San Francisco : Jossey-Bass, c1995.

8. Anzald{226}ua, Gloria. BORDERLANDS = LA FRONTERA / GLORIA ANZALD{226}UA ; WITH AN INTRODUCTION BY SONIA SALD{226}IVAR-HULL. San Francisco : Aunt LuteBooks, c1999. Arato, Andrew. THE YOUNG LUK{226}ACS AND THE ORIGINS OF WESTERN MARXISM / ANDREW ARATO AND PAUL BREINES. New York : Seabury Press, 1979.

9. Arnheim, Rudolf. ART AND VISUAL PERCEPTION; A PSYCHOLOGY OF THE CREATIVE EYE. Berkeley, University of California Press, 1954.

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15. Bazin, Andr{226}e, 1918-1958. WHAT IS CINEMA? ESSAYS SELECTED AND TRANSLATED BY HUGH GRAY. Berkeley, University of California Press [1967-71].

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APPENDIX B

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